

## CSG Invotas Survey Finds Long Time Horizon to Detect and Resolve Security Breaches

*New Research Shows Increased Need for Security Automation to Protect Network Assets*

ENGLEWOOD, Colo.--(BUSINESS WIRE)-- [CSG Invotas](#), the exciting enterprise security business from [CSG International, Inc. \(NASDAQ: CSGS\)](#), today released the 2014 [CSG Invotas security automation survey](#) results.

The survey, conducted by independent research firm IDG, reveals that more than one-third of cyber attacks take hours to detect. Even more alarming, resolving breaches takes days, weeks, and in some cases, even months. Despite increased resource allocation designed to protect networks, the survey finds that 82 percent of respondents report no decrease in the number of network security events or breaches last year—and more than a quarter of those surveyed report an increase.

"There's no doubt that improving intrusion response and resolution times reduces the window of exposure from a breach," said Jen McKean, research director at IDG Research. "More companies seek security automation tools that will enable them to resolve breaches in mere seconds and help maintain business-as-usual during the remediation period."

Researchers polled decision makers of information security, strategy, and solution implementations at companies with 500 or more employees. They explored the security challenges commercial organizations face when confronted with security breaches across their networks. Key findings include:

- More than one-third of breaches take hours to detect
- Resolving breaches can take days, weeks, or months
- Ongoing management of electronic identities that control access to enterprise, cloud, and mobile resources take the most time to change or update during a security event
- A majority of respondents seek ways to reduce response time in order to address risk mitigation, preserve their company's reputation, and protect customer data
- Sixty-one percent of respondents admit they are looking for ways to improve response times to security events

Business process automation solutions offer a new approach to the most difficult step in security operations: taking immediate and coordinated action to stop security attacks from proliferating. Building digital workflows that can be synchronized across an enterprise allows a rapid counter-response to cyber attacks. Speed, accuracy, and efficiency are accomplished by applying carrier-grade technology, replicating repetitive actions with automated workflows, and reducing the need for multiple screens.

"It is no longer a surprise to hear that a breach has compromised data related to customers, employees, or partners," said [Paul Nguyen, president of global security solutions at CSG Invotas](#). "CIOs recognize that they need faster, smarter ways to identify security breaches across their enterprises. More importantly, they need faster, smarter ways to respond with decisive and coordinated action to help protect threats against company reputation, customer confidence, and revenue growth."

A quarter of respondents say they are comfortable with the idea of automating some security workflows and processes and that they deploy automation tools where they can. Fifty-seven percent of respondents say they are somewhat comfortable with automation for some low-level and a few high-level processes, but they still want security teams involved. On average, respondents report that 30 percent of their security workflows are automated today; but nearly two-thirds of respondents expect they will automate more security workflows in the coming year.

CSG Invotas offers CIOs and CISOs a revolutionary approach to threat mitigation and eradication. Instead of simply detecting and analyzing intrusions, Invotas provides proven [automation and orchestration](#) solutions to respond in real-time to emerging and ongoing cyber attacks. The full survey and key findings are available at <http://info.csgi.com/idg-survey>.

### About CSG Invotas

[CSG Invotas™](#) offers security orchestration and automation solutions that provide dynamic, real-time management of large security ecosystems. It enables security professionals to respond effectively to ever-changing cyber threats. Invotas builds

upon CSG's proven solutions and expertise to support the mitigation and eradication of cyber attacks across complex enterprise environments. For more information, please visit [www.csginvotas.com](http://www.csginvotas.com).

## About CSG International

[CSG Systems International, Inc. \(NASDAQ:CSGS\)](http://www.csgi.com) is a market-leading business support solutions and services company serving the majority of the top 100 global communications service providers, including leaders in fixed, mobile, and next-generation networks such as AT&T, Comcast, DISH, Orange, Reliance, SingTel Optus, Telecom New Zealand, Telefonica, Time Warner Cable, T-Mobile, Verizon, Vivo, and Vodafone. With more than 30 years of experience and expertise in voice, video, data, and content services, CSG International offers a broad portfolio of licensed and Software-as-a-Service (SaaS)-based products and solutions that help clients compete more effectively, improve business operations and deliver a more impactful customer experience across a variety of touch points. For more information, visit our website at [www.csgi.com](http://www.csgi.com).

Photos/Multimedia Gallery Available: <http://www.businesswire.com/multimedia/home/20140612005017/en/>

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